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REMARKS

This is in response to the Office Action mailed on February 15, 2006. Claims 1-33 are pending in the application and are rejected. With this amendment, the Specification is amended and a new Abstract is submitted. Also, claims 1, 8, 12, 19, 22, 23, and 30 are amended. The remaining claims are unchanged, and no new claims are added.

The abstract was "objected to because it is more than one paragraph" and the Office Action required correction. With this amendment, a new abstract is submitted.

The specification included an objected to use of a trademark. Applicants have amended the specification at paragraph [0027] to properly use the trademark and identify its owner. Applicants submit that no new matter is included because one skilled in the art would know that Oracle databases are available from Oracle Corp.

Claim 22 was objected to because it was "not grouped together with the claim or claims to which they refer to the extent practicable." Applicants thank the Examiner for pointing out that claim 22 appears to depend from claim 19 rather than claim 18. Applicants have amended claim 22 to now properly depend from claim 19.

Claims 1-33 were rejected under 35 U.S.C. 103(a) as being unpatentable over McFarlane in view of Bremers. McFarlane was cited to teach the limitations of the claims with the exception of "synchronizing a routing system with skill-based information from the first profile in the central skill database." Bremers was cited as teaching "a merchandising system method and program product utilizing an intermittent network connection comprising synchronizing databases." The Office Action states that "it would have been obvious . . . to take the synchronization methods and a second database to synchronize with from Bremers and install them into the invention of McFarlane."

Applicants have amended the independent claims to include features not shown or suggested in the prior art. Independent claims 1, 12, and 23 have been amended to now include the limitations of "wherein the central skills database has limited access to a routing system of the call center to optimize contacts," and also include the limitations of "selectively synchronizing routing logic of the routing system . . . such that the routing logic determines which of the plurality of agents are to handle a contact based on at least skill data, wherein the synchronizing is independent of the updating." In addition, independent claims 8, 19, and 30 have been amended to now include the limitations of "wherein the

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central skills database has limited access to a routing system of the call center to optimize contacts," and also include the limitations of "selectively updating the source data . . . for reconfiguring the routing logic, wherein the updating the source data is independent of updating the plurality of profiles." Applicants respectfully submit that the amended independent claims are patentably distinguishable from the combination of McFarlane and Bremers and are not shown or suggested in the prior art.

The Amended Claims Include Features Not Shown in the References

In addition, the amended independent claims include features not shown or suggested in either McFarlane or in Bremers. For example, the synchronization feature of Bremers merely replicates (at least a portion of) data from a storage device at a business application to a separate storage device at a web hosting server. This is so customers can access a dedicated server for their e-commerce needs and not the business application. In other words, the same or similar passive data exists at two separate spots so that it can be accessed by different users of the entire system.

The synchronization feature of the amended claims does not create two separate points for accessing the same or similar passive data. Instead, the synchronization feature of the amended claims 1, 12, and 23 "synchronizes routing logic of the routing system . . . such that the routing logic determines which of the plurality of agents are to handle a contact." In addition, the "updating the source data" feature of the amended claims 8, 19, and 30 reconfigures the routing logic [to make routing decisions as also set forth in these claims]."

The amended claim language makes clear that synchronizing or updating source data does not create two separate access points for replicated data, as in the prior art. The amended features indicated that the synchronizing or updating source data drives a change in function or reconfiguration of logic. The synchronized data in the prior art is sitting passively in another storage device waiting to be accessed, and it is not used to actively change functions within the routing system.

The amended features are not shown in the prior art, and thus would be missing from any proposed combination of McFarlane and Bremers. Thus, the amended independent claims are patentably distinguishable from the prior art. Further, the

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dependent claims, by virtue of their dependency from patentable independent claims, are
patentable also.

The Prior Art Does Not Recognize the Problem Facing Applicants

Still further, Applicants respectfully submit that one skilled in the art would not look
to the combination of McFarlane and Bremers to solve the problem facing the Applicants.
Because neither of these references or the prior art recognizes the problem, they cannot be
counted on to suggest a solution. In addition to providing (1) optimizing contact/agent
routing, the Applicants are faced with the problem of (2) optimizing a call center that has
limited access. The amended independent claims now include the feature where the "skill
database has limited access to a routing system of the call center to optimize contacts." In
addition, the amended independent claims now also include the features of "the
synchronizing is independent of the updating" (in claims 1, 12, and 23) or "updating the
source data is independent of updating the plurality of profiles" (in claims 8, 19, and 30).

With regard to references in particular, McFarlane clearly does not teach or even
suggest that selectively synchronizing and updating are separate and independent features
and performed independently of each other as set forth in the claim. The system of
McFarlane is fully functioning in itself, it does not recognize the benefits of independently
"selectively synchronizing" or "updating the source data" from "updating a first profile" and
"updat[ing] the plurality of profiles" as set forth in the claims. To it, the updating the profile
can be performed while addressing the first problem of optimizing contact/agent routing,
and therefore does not recognize the second problem of optimizing a call center that has
limited access.

With regard to Bremers, any limited access between the business application and the
web server is only because of the communication link between them. Bremers does not
recognize providing "limited access to a routing system of the call center to optimize
contacts" as set forth in the amended claims and supported in the specification. According
to the specification of the present application, the call center "restricts access to internal
data in order to optimize real time management and routing of telephone calls" (see
paragraph [0011]).

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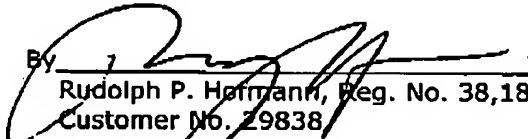Page 14 of 14

Accordingly, the prior art would not suggest to one skilled in the art to look to a combination of Bremers with McFarlane to solve the Applicants second problem above of optimizing a call center that has limited access.

CONCLUSION

With this amendment, the claims are amended to be patentably distinguishable from the prior art. Applicant respectfully requests removal of the rejection and favorable action and allowance of the application.

In the event a telephone conversation would expedite the prosecution of this application, the Examiner may reach the undersigned at 612-607-7340. If any fees are due in connection with the filing of this paper, then the Commissioner is authorized to charge such fees including fees for any extension of time, to Deposit Account No. 50-1901 (Reference No. 60021-378501).

Respectfully submitted,

By _____

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